

# **TINWOO USER MANUAL**

( for 20/20w model)



*Please keep this manual for reference.*

# Content

<b>Get Started</b>	<b>- 1 -</b>
Basic Introduction	- 1 -
What's in the box	- 1 -
What's in the document	- 1 -
Set Up Your Watch	- 2 -
Power on	- 2 -
Charging your watch	- 2 -
Pairing for the first time	- 3 -
Disassembling / Assembling Your Watch	- 7 -
Wearing Your Watch	- 8 -
<b>Function Introduction</b>	<b>- 10 -</b>
Product Appearance	- 10 -
Product overview & Button shortcuts	- 10 -
Main function interface	- 11 -
Change the clock face & Introduction of special dials	- 12 -

How to adjust brightness & display time----- - 14 -

Sports Tracking----- - 15 -

How to start a sport----- - 15 -

Exercise data tracking----- - 16 -

Monitoring Heart Rate----- - 18 -

Stopwatch & Timmer----- - 19 -

Relaxing Breath----- - 19 -

Sleep Tracking----- - 20 -

Notifications----- - 21 -

Alerts and Reminders----- - 22 -

Weather----- - 23 -

Music Control & Camera Control----- - 24 -

**Shortcut Control Page----- - 25 -**

**Restore----- - 26 -**

**Power Off----- - 27 -**

**FAQ----- - 28 -**

**Specifications----- - 36 -**

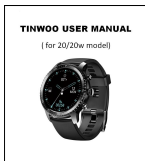
**Important Safety Instructions----- - 37 -**

# Get Started

## Basic Introduction

---

### What's in the box



Smart Watch   Charging Cable   User Manual   Cleaning Cloth

### What's in the document

This manual gets you started quickly with setting up your watch & understand common problems and solutions during use. Setup ensures that your watch can synchronize its data with the [TINWOO](#) app, where you can get detailed information on your stats, view historical trends, log sleep, and more. As soon as setup is complete, you're ready to start moving. The remainder of the manual walks you through every function on your T20/T20W.

# Set Up Your Watch

---

## Power on

Press and hold the top button for 3s.



## Charging your watch

Please fully charge your watch before initial use.

1. Connect your charging cable into USB power output ( $5V \pm 0.25V$ , output current 500mA~2000mA), and attach the other end to the charging points on your device. If there is a repelling force, please reverse the pins direction to try again.

Make sure the pins on the charging cable lock securely with the port. The connection is secure when the watch vibrates and the battery

icon with percent charged appears on the screen.

2. For product model with suffix "W" which supports wireless charging, simply leave the device facing up at the centre of your wireless charging pad (wireless charger is not included in this package, you can use the same wireless charger that you use for your smart phones) .

**Note:**

1. Please use **ONLY** the charging cable provided in the package.
2. Typically takes up to 4 hours for a full charge using wireless charging.
3. Smart watch can ensure 7-10 days usage after fully charged.
4. You can't operate the smartwatch when it's charging.

## **Pairing for the first time**

1. Use the watch with our customized **TINWOO** app. You can download TINWOO APP from Apple Store/Google Play or scan the QR codes below to download.



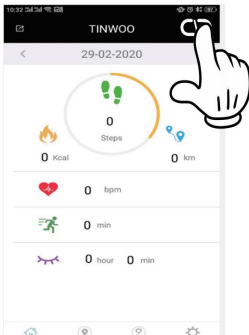
---

### Special Note:

● Please connect the device using the App directly. Tap on the top right corner on the App home page to search for your device, and then tap on the device ID to start connecting. If you have used your phone Bluetooth setting to connect, which is not the correct way, please disconnect it from the Bluetooth setting and try connecting using our APP directly. Besides, please make sure you have made the necessary settings (check Settings->FAQ on our App) to allow the App to run in the background or the notifications and weather info will not be pushed to the device.

● To allow the App to function correctly, please grant the permissions for all the access which your system will prompt you during the installation. Failing which, some of the features might not work properly.

2. Launch the app (TINWOO) on your phone. Tap on the link icon at the top-right corner of the screen.



3. Select the same serial number shown on your smartwatch. Follow the steps below to retrieve your watch's serial.





**1st.**Swipe left



**2nd.**Settings



**3rd.**Swipe Up

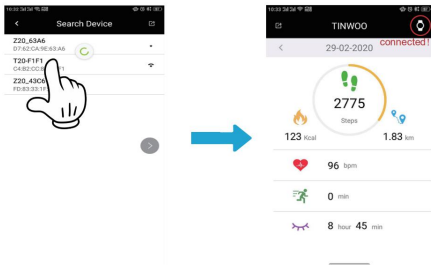


**4th.**About



**Serial**

4. Tap on the same serial number on the app to get the pairing.



## Disassembling / Assembling Your Watch

### Disassembly

- 1.To remove the wristbands, turn over the watch and find the quick-release lever.
- 2.While pressing the quick-release lever inward, gently pull the wristband away from the watch to release it.
3. Repeat on the other side.

## **Assembly**

- 1.To reattach the wristbands, slide the pin (the side opposite the quick-release lever) into the notch on the watch. Attach the wristband with the clasp to the top of the watch.
- 2.While pressing the quick-release lever inward, slide the other end of the wristband into place.
- 3.When both ends of the pin are inserted, release the quick-release lever.

## **Wearing Your Watch**

---

### **All-day wear and exercise**

For all-day wear when you're not exercising, wear the device on your wrist horizontally, a finger's width below your wrist bone and lying flat, the same way you would put on a watch.

For optimized heart rate tracking, keep these tips in mind:

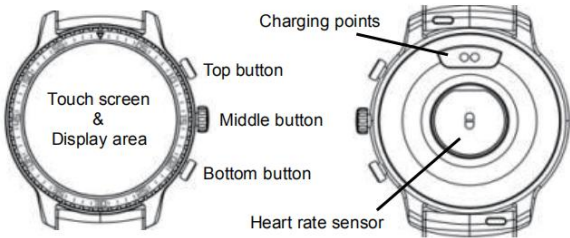
1. Experiment with wearing the watch higher on your wrist during exercise. Because the blood flow in your arm increases the farther up you go, moving the watch up a couple of inches can improve the heart rate signal. Also, many exercises such as bike riding or weight lifting require you to bend your wrist frequently, which is more likely to interfere with the heart rate signal if the watch is lower on your wrist.
2. Do not wear your watch too tight. A tight band restricts blood flow, potentially affecting the heart rate signal. This being said, the watch should also be slightly tighter (snug but not constricting) during exercise than during all-day wear.

# Function Introduction

## Product Appearance

---

### Product overview & Button shortcuts



#### 3 Shortcut Button:

Top Button: unlock & return to home page & power on

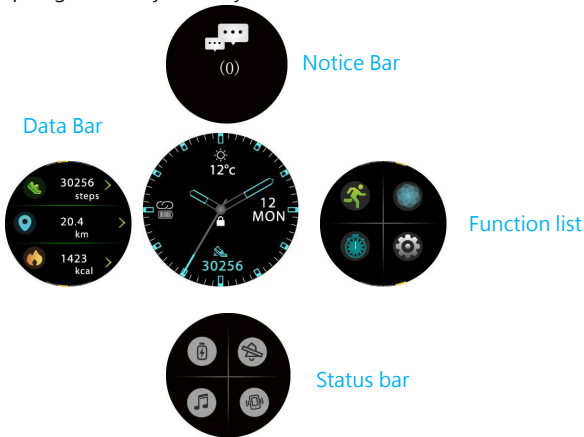
Middle Button: Stopwatch & Timer

Bottom Button: 8 Sports modes function

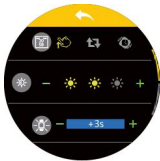
# Main function interface




The home screen is the clock. On the clock:

- Swipe down to see notifications.
- Swipe up to see the status bar.
- Swipe left to see the function list.
- Swipe right to see your daily stats.



## Change the clock face & Introduction of special dials



**Clockface setting:** Swipe left to see the function list. Tap menu, Tap on  to enter the manual selection mode, and then swipe up and down to select different clockfaces. Tap on  for auto mode where the clockface will change everyday automatically. Tap on  for "shake to change" mode where you can change the clockface by shaking the watch while looking at the clockface.

It comes with 15 clock faces which can be changed in the settings:



While tapping on some of the icons (for example weather icons) may give you some surprises too. Do explore it to find out more.

The 2 pairs of clock faces below will **auto switch between day-mode** (according to the sunrise and sun down time in the weather report).



This “**Growing Flower**” clock face below, features a little plant that will grow according to the completion rate of your steps goal. Once you have achieved the goal for the day, the plant will eventually grow into a beautiful flower. (You can set the goal in the app: settings---sports)



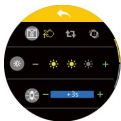
The clock faces below features a **dashboard that will change colour** according to the completion rate of your steps goal. Once you have





achieved the goal for the day, the whole ring will turn into the glowing colour. (You can set the goal in the app: settings---sports)



## How to adjust brightness & display time



**Brightness setting:** Tap on the +  and - sign to adjust. Recommended using the lowest brightness. Increase the brightness level will result in significant drop in battery life.


**Display Time Setting:**  Tap on the + sign to increase the display time. Other than the default "+0s", there are 3 more options: "+3s", "+5s" and "Always On". Increase the display time will result in significant drop in battery life. If "Always On" is

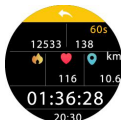
turned on, the brightness will be set to the lowest and the device will enter “locked” state after 10seconds of idle and a lock icon will be displayed on screen. To unlock, press the Top Button on the device.

## Sports Tracking

---

### How to start a sport

The watch tracks your exercise data in up to 8 sports modes. Tap on the icon  → Swipe the screen to view sports modes → Tap the sport you choose to start.



During the session, swipe up for music control and swipe down to check notifications.

## Exercise data tracking

Swipe the screen left/right to flip through exercise data after end the sport.



Data of exercises less than 1 minute will not be saved.



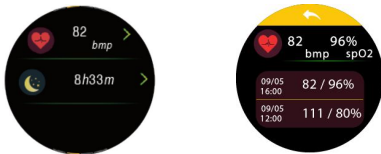
### Notes:

● You can also use your **phone’ s GPS** to track your pace and distance during walks, hikes, runs or rides while mapping out your run or walk on your phone. In the app, tap and will pop up. Tap to enter running mode directly or tap to choose another sports mode. After entering running mode, the app will track and map your run distance (**using your phone’ s GPS**). After the exercise, you can effortlessly check your

exercise data in both the app and the watch.

- For cycling, the steps & distance will not be available. For sessions less than 5 minutes, the data will not be saved. For Walking, Running, Hiking and Cycling, you can initiate the workout session from the GPS page on the App while the device is connected, and the track will be recorded on the map. Please note the GPS accuracy is depending on the GPS location service from your phone, and it doesn't rely on the device at all.
- The smartwatch can keep up to 7 days of exercise data (transferred to your phone after syncing with our app).
- After resetting the watch, all information on the watch will be erased, but the data previously synced to the phone will be retained.
- You can set your goal, walk stride/ run stride in the app.(Settings---Sports.).
- While the screen is on (or "unlocked" for the case when "Always On" is enabled), press the Bottom button to enter Sports Menu directly.

# Monitoring Heart Rate



- Enter Heart Rate page to start measuring heart rate manually. The watch tracks your real-time heart rate /automatically and continuously. You can also view your detailed heart rate data on the watch screen or in the app.
- Support high/low heart rate alert **ONLY** for the sports modes. ( Settings---Sports---turn on" high heart rate alert "&" low heart rate alert" ).
- Please keep the heart rate sensor clean and have good contact with your wrist, stay still during the measurement for better accuracy. The reading is just for reference and not intended for medical use.

## Stopwatch & Timmer



- Swipe left and right to switch between the Stopwatch and Timer mode. For Timer mode, the device will vibrate and the screen will be turned on 10sec before the time is up. And it will vibrate again when the time is up.



- You can press the middle button on the watch side to access the stopwatch shortcut.

## Relaxing Breath

---



Follow the instruction on the screen for a guided breathing session and tap on the back icon on the top left corner to exit.

# Sleep Tracking

---



- Automatically detect and track your sleep and provide you with deep sleep, light sleep and wake up time data, know more about your sleep quality. Enter Sleeping Details page in the app to check the previous night sleeping data. You can also set vibration alarm clocks to wake

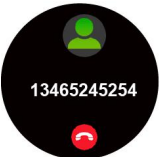
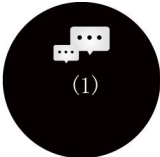
you up.

- Only record the sleeping data which last more than 3 hours, during the night. Will NOT record the sleep data during day-time.
- The sleep results can be affected by several factors and there are chances that the sleep might not be recorded if the "fall asleep criteria" (which is a set of complicated conditions depending on the amount of movement, wrist position and angle, and this will also change over time) is not fulfilled. The device will record the sleeping data from 8pm until next day 12pm only. Typically the device will record sleeping after you lie down and stop moving for 30mins (if you move quite a lot while sleeping and the "fall asleep" criteria is

not fulfilled before 5am, then you won't get the sleep data for that night), and stop recording only when excessive movements are detected as wake up.

## Notifications

---



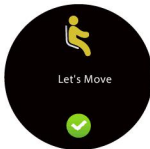
- Swipe down from the home page or during a Workout session to read the last 5 push-notifications received from your phone, swipe right to the last page to delete all. Do note that for each of the notification received, only the first page of the contents will be displayed.
- Please make sure you have made the necessary settings (check FAQ) to allow the App to run in the background or the notifications will not be pushed to the device. Incoming call and notifications works only when the device is connected to the App. If



notifications do not work, please check if DND mode has been enabled. If it still doesn't work, go to Settings->Application->Notification Access Authorization, then turn off the notification access for the App and then turn it on again.

## Alerts and Reminders

---

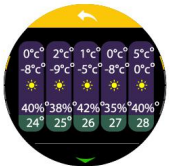


- There are alerts and reminders such as Sedentary Reminder, Alarm, Schedule Reminder and more. These features require the corresponding settings on the App, please make the changes on the App while the device is connected.

- You can set up to 4 alarms.

# Weather

---



Tap on the weather icon on any of the home screen to enter this page which shows temperature range, sunrise & sunset time, atmospheric pressure, humidity, wind speed & direction, UV index and more. Swipe down from this page to check the weather forecast for the coming 15days. Please keep the device connected to the App and ensure that the App is allowed to run at the background so that the weather info can be pushed to your device. Please also grant the location

access permission for the App to know where you are. Do note that the weather info is only updated once every hour and it is based on the nearest station which might be up to 30 miles away from your exact location. So, there might be some slight different from the real-time weather that you might have acquired from other weather sources.

## Music Control & Camera Control

---



### ● Camera Control

Once device connected, you can go into Setting Menu and tap on the Camera icon to enter Photo-shooting mode and your connected device will also enter selfie-control mode automatically. Then, you can use your device as the remote selfie-control, simply shake your device to take a shot.



### ● Music Controller



Connect the smartwatch to your phone. Tap "Music Controller" on the watch screen to enter the function and control the music playing on your phone.

Note:


You can only control the music player that' s running on your smartphone/ipad.

## Shortcut Control Page




- Tap on  for lowest brightness to save power. **This ECO button will be disabled when “Always On” display is enabled.**
- Tap on  for Do not disturb (DND)


mode to block notification.

- Tap on  to launch the music control page. Please connect the device to the App and make sure the music App is running for this feature to work correctly. Do note that this might not work for some

of the Music Apps with different control protocol.


- Tap on  to find your phone and your phone will start ringing and vibrating. Tap again to stop. This feature will work only when the device is connected to your phone and within the Bluetooth range.

## Restore

Choose “ Restore” option in the setting and click , After resetting the watch, all information on the watch will be erased, but the data previously synced to the phone will be retained.



# Power Off

Choose " Power Off" option in the setting and click .



## FAQ

If you don' t find your question in the FAQ, please contact our customer service directly through:

Official website: [tinwootech.com](http://tinwootech.com)

Customer Service Email: [support@tinwootech.com](mailto:support@tinwootech.com)

We will reply your email in 24hs during the work time :)

### Q1:

Watch wont pair anymore with smartphone.

### A1:

- Turn off your phone's Bluetooth. After that, completely power off your phone, then turn it on again.
- Do not turn on your phone's Bluetooth yet.
- Finally, launch the app (TINWOO). The app will prompt you to turn on your phone's Bluetooth. At this point, you can let the app turn it on.

- Make sure the watch is on and running, it should also be as close to your phone as possible.
- Now go back to the "TINWOO" app on your phone and tap on the link icon at the top-right corner of the screen.
- That will bring up a list, with your watch likely to be the only device on that list.
- Tap on it to pair and connect.

Note: If it still fails to pair, please try any other smartphone. For any other phone that you wish to try, please make sure it is running either Android version 5.0 and above or iOS version 9.0 and above.

---

## Q2:

**Screen is unresponsive to touch input.**

## A2:

Restore the watch to factory default settings before trying again. To do so:

- Use the "TINWOO" app to pair the watch to your phone.
- On the app, tap on the watch icon at the top-right corner of the screen.
- Tap on "Restore to factory settings".



Note: Resetting the watch will unpair it from your phone, so you may need to pair it once more.

---

**Q3:**

**Watch fails to receive notifications from smartphone.**

**A3:**

The app should be allowed all the various permissions that it prompts you to enable on your phone, especially the permission to read notifications from other apps.

For Android:

- On the app, go to "Settings->Application->Notification Access Authorization"
- You will be shown the list of apps with permission to access your phone's notifications.
- Our app (TINWOO) should be on this list. If it is already enabled, please disable it and then re-enable it again.
- "Allow" or save if prompted to.

For iOS / iPhone:

- Open the iPhone's "Settings" app, then tap on "TINWOO" on the list below.
- Toggle on "Notifications". If it is already on, turn it off, then on again.

Note: Make sure pop up notifications are enabled for the apps you wish to monitor on the watch. Apps that have their pop-up notifications disabled may not get those alerts on the watch. Also, for the notifications to keep coming in, the watch needs to stay connected to the app.

---

**Q4:**

**How to change date and time.**

**A4:**

Time settings are not available on the watch, only on the app. The time and date can actually be synchronized with the time on your smartphone, via the app.

You can even adjust the time format if needed:

- Use the "TINWOO" app to pair the watch to your phone.

-On the app, go to "Settings->Device->Time Display" and choose either "12" or "24", then tap on "Save".

---

**Q5:**

**Inaccurate step count.**

**A5:**

The watch actually monitors the swinging of your wrist in order to register the step count. If your arm is mostly in static positions while you go about your daily activities, then the step count may not be registered during those moments.

---

**Q6:**

**Inaccurate sleep results.**

**A6:**

The sleep results can be affected by several factors and there are chances that the sleep might not be recorded if the "fall asleep criteria" (which is a set of complicated conditions depending on the amount of movement, wrist position and angle, and this will also change over time) is not fulfilled.

The device will record the sleeping data from 8pm until next day 12pm only. Typically the device will record sleeping after you lie down and stop moving for 30mins (if you move quite a lot while sleeping and the "fall asleep" criteria is not fulfilled before 5am, then you won't get the sleep data for that night), and stop recording only when excessive movements are detected as wake up.

---

**Q7:**

**Battery life is too short.**

**A7:**

Adjusting the screen brightness will help you achieve much more battery life, even with the most intensive usage:

- On the watch, navigate to the gear (cogwheel) icon and tap on it.
- The second line corresponds to the brightness level. Use the "+" and "-" signs to adjust the screen brightness.
- To maximize battery life, we recommend brightness level 2 (2 stars) at most. The screen will still be clearly readable at that level.

Note: To further improve battery life, feel free to quit the app and turn off your phone's Bluetooth.

The watch is not meant to replace your smartphone, it just keeps monitoring you and syncs data whenever you reconnect it to the app on your smartphone.

So you don't really have to keep it connected to the phone all day long.

---

**Q8:**

**Why is there a flashing light underneath the watch? How do you stop it?**

**A8:**

The flashing light indicates that the watch is currently monitoring a session (especially the pulse/heart rate) that you previously initiated but likely forgot to terminate.

To stop it:

- Navigate towards one of those sessions: usually pulse/heart rate.
- Tap on the backwards arrow at the top of the screen to quit the session. Confirm if prompted to.
- Press the top physical button once to turn off the screen.

**Q9:**

**The watch keeps disconnecting from the smartphone.**

**A9:**

Do not quit, close or swipe away the app. Check the permission settings on your smartphone. Make sure the app is allowed to run in the background.

Connectivity will be lost each time your phone automatically stops the app's background services from running.

Also, make sure your phone's Bluetooth stays on while the app is running. The app cannot communicate with the watch without Bluetooth connection.

## Specifications

Water Resistance	IP68 Standard (5atm)
APP	Tinwoo, Support iOS 9.0 or above, Android 5.0 or above
Charge Mode	Magnetic USB Charge Cable/ Wireless Charge( only support 20w model)
Bluetooth	BLE 4.2
Casing Material	Stainless Steel frame, Zinc Alloy middle frame, ABC+PC back case
Battery	Li-polymer 300mAh
Display	1.3 inch full round display, 240*240 resolution
Controller	Nordic 52832, ARM Cortex -M4, 64KB + 512KB
Activity Sensor	3 Axis Accelerometer
Heart Rate Sensor	HRS3300

# Important Safety Instructions

The device contains electrical equipment that may cause injury if not used properly. For example, prolonged contact may contribute to skin allergies for some users. To reduce irritation, please read the safety guidelines on the following pages to ensure proper use and care.

- Do not expose your device to liquid, moisture, humidity or rain while charging; do not charge your device when it is wet, as this may result in electrical shock and injury.
- Keep your device clean and dry. Do not use abrasive cleaners to clean your device.
- Consult your doctor before use if you have any preexisting conditions that might be affected by using this device.
- Do not wear it too tight. If your device feels hot or warm, or if it causes any skin irritation or other discomforts, please discontinue using your device and consult your doctor.
- Do not expose your watch to extremely high or low temperatures.
- Do not leave your watch near open flames such as cooking stoves, candles, or fireplaces.
- This product is NOT a toy – never allow children or pets to play



with this product. Always store the product out of the reach of children. The devices themselves or the many small parts they contain may cause choking if ingested.

- Never try to abuse, crush, open, repair or disassemble this device. Doing so will void the warranty and can result in a safety hazard.

- If any parts of your product require replacement for any reason, including normal wear and tear or breakage, please contact us.

- Do not use your device in a sauna or steam room.

- Dispose of this device, the device' s battery and its package in accordance with local regulations.

- Do not check any notifications, GPS, or any information on your device' s display while driving or in other situations where distractions could cause injury or hazard. Always be aware of your surroundings while exercising.

## Battery Warnings

A lithium-ion battery is used in this device. If these guidelines are not followed, batteries may experience a shortened life span or may cause fire, chemical burn, electrolyte leakage, and/or injury.

- Do NOT disassemble, modify, remanufacture, puncture or damage the device or batteries.

- Do NOT remove or attempt to remove the non-user-replaceable battery.
- Do NOT expose the device or batteries to fire, explosion, or other hazards.

## Health Warnings

- If you have a pacemaker or other internal electronic device, consult your physician before using a heart rate monitor.
- The optical wrist heart rate monitor emits green light and flashes occasionally. Consult your physician if you have epilepsy or are sensitive to flashing lights.
- Always consult your physician before beginning or modifying any exercise program.
- The device, accessories, heart rate monitor, and related data are intended to be used only for recreational purposes and not for medical purposes and are not intended to diagnose, monitor, treat, cure, or prevent any disease or condition.
- The heart rate readings are for reference only, and no responsibility is accepted for the consequences of any erroneous readings.

- While the optical wrist heart rate monitor technology typically provides the best estimate of a user's heart rate, there are inherent limitations with the technology that may cause some of the heart rate readings to be inaccurate under certain circumstances, including the user's physical characteristics, fit of the device, and type and intensity of activity.
- The smart watch relies on sensors that track your movements and other metrics. The data and information provided by these devices are intended to be a close estimation of your activity and metrics tracked, but may not be completely accurate, including step, sleep, distance, heart rate, and calorie data.
- If you have eczema, allergies or asthma, you may be more likely to experience skin irritation or allergies from a wearable device.
- Whether you have the conditions above or not, if you start to experience any discomfort or skin irritation on your wrist, remove your device. If symptoms persist longer than 2-3 days of not using your device, contact your doctor.
- If you sweat for more than two hours while wearing your watch, be sure to clean and dry your band and your wrist to avoid skin irritation.

- Prolonged rubbing and pressure may irritate the skin, so give your wrist a break by removing the band for an hour after extended wear.

## Maintenance

- Regularly clean your wrist and the smart watch, especially after sweating during exercise or being exposed to substances such as soap or detergent which may adhere to the internal side of the watch.
- Do NOT wash the watch with household cleanser. Please use soapless detergent, rinse thoroughly and wipe with a soft towel or napkin.
- While the watch is water resistant, wearing a wet band is not good for your skin.
- If your bands get wet—for example after sweating or showering—clean and dry them thoroughly before putting them back on your wrist.
- Be sure your skin is dry before you put your bands back on.
- Do not bring your device into contact with any sharp objects, as this could cause scratches and other damage.
- For light-colored arm bands, minimize direct contact with dark-colored clothing, as color transfer can occur.